

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Telecommunications
Planning**

Chapter Title:

**State Agency and
Management
Planning**

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POLICY

Each agency that uses or plans to use telecommunications systems or services shall submit an up-to-date plan to the Statewide Telecommunications and Network Division (STND). The plan should describe the agency's needs for new or modified telecommunications programs, projects, equipment or services.

The STND uses a variety of planning tools that will act as a catalyst to raise awareness of the increased complexity and responsibility associated with today's telecommunications arena.

HISTORY OF TELECOMMUNICATIONS PLANNING

In 1986, as a result of the STNDs new responsibilities that came about through divestiture and deregulation of the telephone companies, a formal process was developed to receive information from state agencies regarding telephone, video, data, and other forms of electronic transmission. This document was called the Telecommunications Management Annual Plan (TMAP). Agencies are expected to provide planning information as required by the STND. The following specific methods are being employed to aid in telecommunications planning for state agencies.

TELECOMMUNICATIONS MANAGEMENT ANNUAL PLAN (TMAP)

Each agency submits an annual plan to the STND using the COM-211 form. See ***Chapter 0399.0, Telecommunications Planning Forms Index***. This plan outlines all anticipated telecommunications activity, including moves and expansions, for two fiscal years. When preparing the plan, it is important to research within your agency all activities that may impact telecommunications. The STND uses the TMAPs to plan and forecast services, schedule its activities and ensure that adequate staff time will be available to assist the agencies in telecommunications planning and acquisition. The TMAP consolidates telephone and data requirements into a single document. The following list covers agency TMAP guidelines.

- The TMAP covers a period of two fiscal years and is updated and submitted to the STND by August 31 of each year.

- One individual should be responsible for completing and submitting the plan on behalf of the agency. If telecommunications functions in the agency are not combined under a single group, the responsible person may need to coordinate completion of the plan with other staff.
- When submitted, each section of the plan must be intact and represent the total telephone and data requirements for the entire agency. Do not submit separate plans for the division, district offices or facilities. Consolidate all information for the agency within one plan.
- After reviewing the plans, the STND consults with each agency to identify the STNDs commitment to provide certain services within the specified time frame.

Telephone and Network Services

STRATEGIC PLANNING FORUM

This forum shall consist of representatives from the STND and key state agencies. Its role will be to assist the STND in developing strategic plans for CALNET, including identifying new telecommunications technologies and service offerings that agencies may require. A key objective of this planning forum is to enable the STND to identify long range agency telecommunications needs and to ensure timely availability and implementation of required functionality.

CALNET CLIENT SUPPORT SECTION

Clients are assigned an account executive who helps identify agency needs, defines requirements and recommends various application designs. In order to better meet identified client needs, consultants also act as a customer advocate in recommending technology or service changes to the suite of CALNET services.

FOCUS GROUPS

Periodically, the STND establishes service planning focus groups made up of client representatives, service providers, telecommunications consultants and STND staff. The objective is to evaluate and identify function requirements of a new service offering for the client.

TELECOMMUNICATIONS CONSULTANTS

From time to time, the STND contracts with specialized telecommunications consultants to gather client data or input that assists in the development of statewide strategic or tactical plans for telecommunications services. Agencies are requested to participate in and support these efforts as necessary.